



ISEB Qualifications

an evolving framework for the future



Background and Objectives



- Provide customers with a clearer view through the various certifications
- Agree levels of ISEB qualifications
- Identify and fill gaps in the ISEB portfolio
- Consider career development via a focus on Job Roles
- Support a drive towards professionalism within the industry
- Segment current portfolio into recognised areas
- Align and map to other ongoing initiatives



Key inputs and influences



- SFIPlus and SFIA
- Government IT Profession initiative
- ISEB reports, Working parties and Steering Groups
- UK and European Sector Qualifications Strategies
- BCS, E-Skills UK, NCC and Intellect - Professionalism in IT initiative
- Respond to feedback from customers
- BCS/ISEB publications



CabinetOffice



intellect

Subject categories in ISEB Portfolio



PROJECTS AND BUSINESS CHANGE

Projects and Business Change:

- Business Analysis, IS Consultancy and Business Change
- Project Management and Project/Programme support

Solution Development and Delivery:

- Systems Development and Systems Architecture
- Testing

SOLUTION DEVELOPMENT AND DELIVERY

LEGAL, COMPLIANCE AND SECURITY

Legal, Compliance and Security:

- IT Legal, Compliance and Contracts
- Information Security

IT Infrastructure, Assets and Services:

- IT Asset and Infrastructure Management
- IT Service Management

IT INFRASTRUCTURE, ASSETS AND SERVICES



Four levels of ISEB qualification to support career development



Projects and Business Change:

- Business Analysis, IS Consultancy and Business Change
- Project Management and Project /Programme support

Legal, Compliance and Security:

- IT Legal, Compliance and Contracts
- Information Security

IV. Professional status

III. Higher – specialist and manager

II. Practitioner

I. Foundation

Solution Development and Delivery:

- Systems Development and Systems Architecture
- Testing

IT Infrastructure, Assets and Services:

- IT Asset and Infrastructure Management
- IT Service Management



ISEB qualification structure – Foundation level



ISEB Foundation Certificate in - - - - - xxxxxx

- Broad coverage of subject area, a solid base on which to build
- Knowledge based, multiple choice examination
- Suitable both for those pursuing this area further and for those specialising in other areas
- Supported by 'approved' publications
- Uses SFIA structure for disciplines but does not correspond to SFIA levels as primarily knowledge based

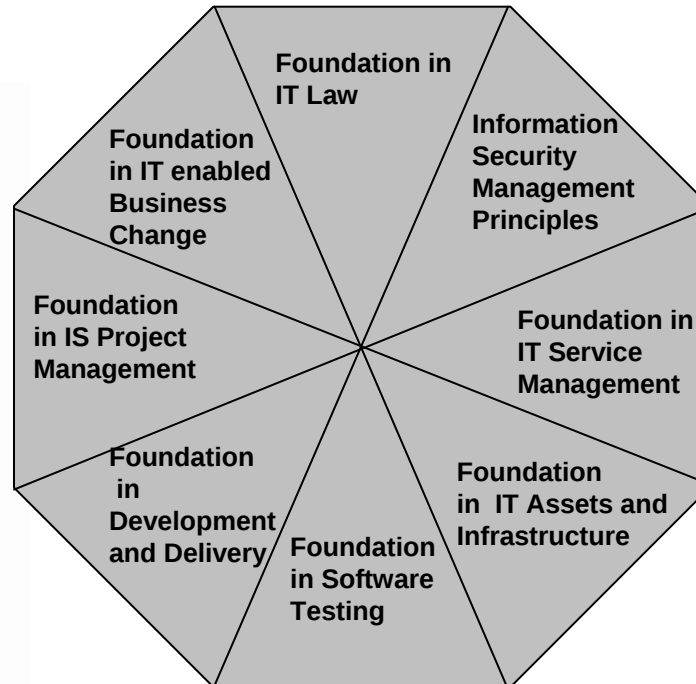


The set of ISEB Foundation Certificates – an underpinning body of knowledge



**PROJECTS AND
BUSINESS CHANGE**

**LEGAL, COMPLIANCE
AND SECURITY**



**SOLUTION DEVELOPMENT
AND DELIVERY**

**IT INFRASTRUCTURE,
ASSETS AND SERVICES**

Suitable both for those pursuing a specific area further and for those specialising in other areas who require an introduction



ISEB qualification structure – Practitioner level



ISEB Practitioner Certificate in - - - - - xxxxxxxx

- Focuses in more detail at a specific skill or subject area
- The majority of ISEB individual certificates will sit at this level
- Covers most current Practitioner and Essentials certificates
- Scenario based assessment, focuses on more detailed understanding of subject area and application of knowledge
- Corresponds to SFIA skills level 4 and 5



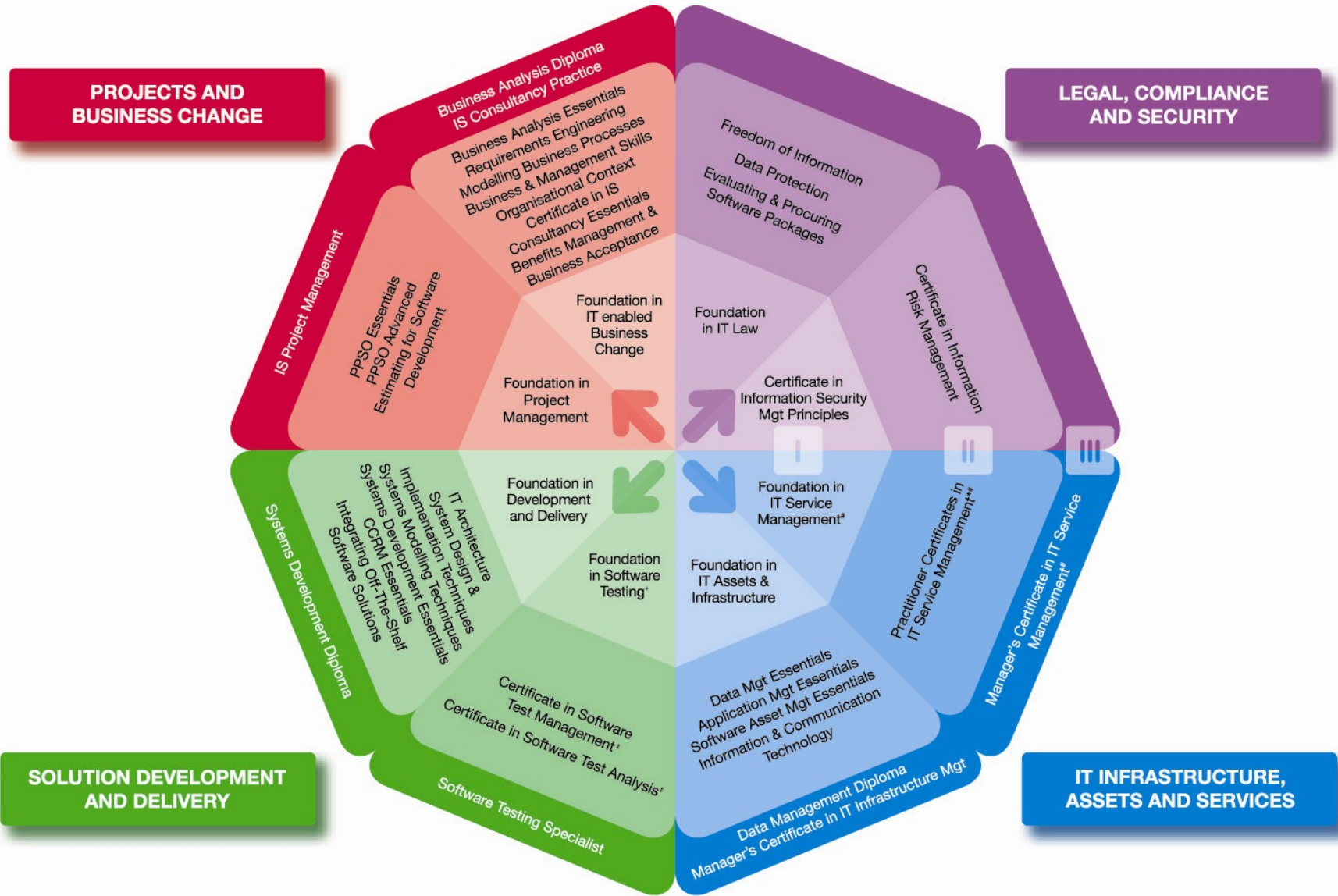
ISEB qualification structure – Higher level



ISEB Higher level qualifications:

- Basis of subsequent role based professional awards
- Some Higher level specialist/ manager qualifications already exist within some areas.
- Examples of current ISEB qualifications at this level would be the Manager's Certificate in IT Service Management, the Business Analysis and Systems Development Diplomas, Software Testing Practitioner and the Certificate in IS Project Management
- Corresponds to SFIA skills level 6





**Foundation
Qualifications**



**Practitioner
Qualifications**



**Higher Level
Qualifications**

*Problem Mgt, Change Mgt, Configuration Mgt, Service Desk & Incident Mgt, Release Mgt, Clustered Practitioner - Release & Control, Availability Mgt, Capacity Mgt, IT Service Continuity Mgt, Service Level Mgt, Financial Mgt for IT Services

*In development

*Aligned to ISTQB

*Aligned to ITIL®



ISEB Qualifications – Details by Category

an evolving framework for the future



**PROJECTS AND
BUSINESS CHANGE**



ISEB Business Change qualifications

A range of qualifications at all ISEB levels covering the subjects of business analysis, change management and consultancy.

- Foundation in IT-enabled Business Change
- Range of practitioner certificates
- Higher level qualifications, including a Diploma for Business Analysis specialists
- Diploma achieved via modular approach
- Links to Systems Development qualifications
- Delivered by accredited training and examination providers
- Examined via both written and oral examinations



**PROJECTS AND
BUSINESS CHANGE**



ISEB Project qualifications

A range of qualifications at all ISEB levels covering the subjects of project management and project support office.

- Foundation in Project Management
- Three practitioner level certificates covering Project Management & Project/Programme Support Office
- Higher level Project Management qualification
- Only qualifications dedicated to IS project management
- Covers both Project Management and Project/Programme Support Office skills
- Delivered by accredited training providers
- Examined via both written and oral examinations



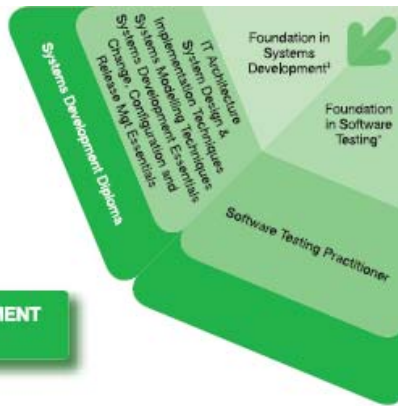


ISEB Systems Development & Architecture qualifications

A range of qualifications at all ISEB levels covering the subject of systems and solution development. Includes analysis, modeling, design, implementation and architecture, in addition to areas such as configuration & release management and the integration of package solutions.

- Foundation in Development and Delivery also applicable for candidates of other disciplines
- Modular approach to achieving certification
- Full Diploma at the Higher level for specialists
- Incorporates Agile/DSDM, object-oriented (UML) and structured approaches
- Links to Business Analysis, Software Testing and Service Management
- Examination approach designed for flexibility
- Based on vendor independent best practice
- Delivered via a network of accredited training and examination providers
- Examined via a combination of written examinations and orals





ISEB Software Testing qualifications

Qualifications at the ISEB levels of Practitioner and Higher covering the subject of testing at each stage of the lifecycle ensuring improved quality of deliverables.

ISEB qualifications in this area provide an insight in to the different types of testing and the techniques and tools which can be used to carry out and manage this testing.

- Foundation in Software Testing in conjunction with the ISTQB
- Practitioner level qualifications cover the Foundation topics in greater depth in addition to the inclusion of risk management
- Higher level qualification for those with full coverage of the Practitioner components
- Aligned to ISTQB guidance
- Foundation examination available via on-line examination if appropriate
- Supported by ISEB textbook
- Syllabus based on internationally accepted best practice



ISEB Security qualifications

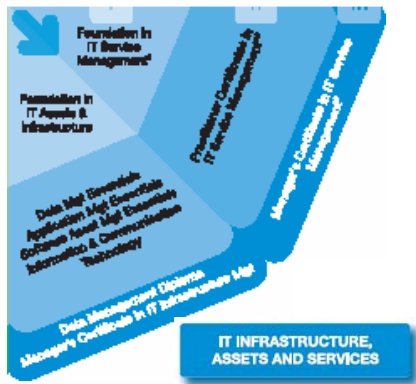
Information security affects the whole of an organisation and its ability to function effectively. ISEB qualifications in this area cover a range of aspects of Information Security with a particular emphasis on managing risk.

- ISEB qualifications are internationally recognised and have been developed in line with widely accepted and proven best practices
- The ISEB Information Security qualifications cover the whole range of skills necessary for an organisation to implement effective information security
- The security principles course covers confidentiality, integrity and availability providing a grounding in information security management
- Practitioner certificate ensure that practitioners can provide advice and understand risks and the controls that mitigate risk
- Ideal for explaining underlying security concepts for specialists in other disciplines
- Focus on information security risk and assessment

IT Infrastructure, Assets and Services



- 'IT Services' are what are delivered to customers, such as
 - Payroll Service
 - Stock Control Service
 - e-Mail Service
- 'IT Assets' are the components which make up any IT Service, such as
 - Infrastructure
 - Applications
 - Software
 - Data
 - People Competence

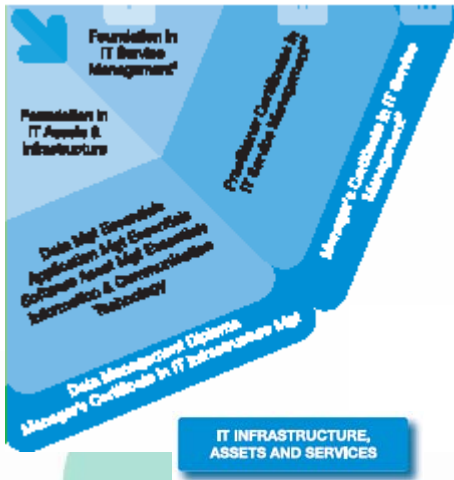


ISEB IT Assets & Infrastructure

A range of qualifications at all levels covering the management of IT assets, including Applications, Software, Infrastructure, Data and People Competences.

- Foundation in IT Assets & Infrastructure is relevant and applicable for candidates of other disciplines
- Higher level qualifications for specialist practitioners and managers
- Adopts a lifecycle approach to asset acquisition & management
- Links to System Development & Delivery and Service Management
- Based on vendor independent best practice
- Training delivered through a network of accredited training providers
- Examined by written examination





ISEB IT Assets & Infrastructure

Individual Practitioner qualifications:

- Service Desk & Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- Service Level Management
- Financial Management for IT Services
- Availability Management
- IT Service Continuity Management
- Capacity Management





The Changing World of ITSM

Event 11th May



11th May Event - Agenda



- World Class IT Service Delivery – Book Launch
- ITIL V3
- ISEB Professional – linked to Professionalism and SFIA
- ISEB Accredited Tutor Programme and Register
- Invigilator Mentoring Scheme
- Fast Track Accreditation Process - for V3 and other qualifications
- ISEB V3 Tutor Conversion programme

With ISEB team being available throughout the day for Questions and Answer sessions



ISEB & ITIL V3



- Member of the International Qualification Board
- Included in the V3 Qualification Plan
- Supplier Pre-release material to all Course Providers
 - 2 CDs 1: 13th April, 2: Mid-May
- On-line and web casts to help ISEB Course Providers to get more information via Service Management Portal
- APMG as Accreditor providing Trainer Briefings from Mid-May
- ISEB to provide these to ISEB Trainers as soon as they are available (including Examiners)
- Working on Fast Track Accreditation processes to ensure ISEB course providers can pick up new Version as soon as they ready



Areas for involvement of SMSG



- BCS - www.bcs.org.uk
- ISEB – www.iseb.org.uk
- ISM – www.iosm.com
- ProfIT – www.bcs.org/professionalism
- SM Portal – www.bcs.org/servicemgt
- itSMF – www.itsmf.org

And finally.....

- Other Specialist Groups – Recently started I&T Trainers Specialist Groups – would like to make a date for joint presentation to demonstrate the importance of Training the Delivery of an IT Service

